# An Inclusive Welcome

**Inclusivity is about how people feel as well as physical access. Community Hubs are places where:**

* Access for all to take part in activities (participation) is encouraged and facilitated as far as possible
* Difference and diversity are promoted and celebrated
* Discrimination is challenged and opposed
* The local community is reflected in staff and volunteers
* We work towards solving barriers to participation and giving everyone the opportunity for full and meaningful participation

1. **Create inclusive leaflets and online material**

Create a warm and inclusive welcome from the moment someone hears about your hub with clear, readable printed and online communications.

* Use simple language and check for clarity - [Hemingway Editor (hemingwayapp.com)](https://hemingwayapp.com/) is fun to use
* Appearance – make the most readable document using this [[accessibility guidelines posters set](file:///C:/Users/abona/Dropbox/My%20PC%20(ABYOGA)/Downloads/accessibility-posters-set%20(1).pdf)](https://cscic.org/programmes/digital-inclusion/accessible-design/)

1. **Describe what to expect**

Let people make up their own minds whether they can access places and use short simple descriptions for getting in and around your place.

* ‘Unmade path’, ‘Sloping ground’, ‘5 steps with handrail’, ‘Big Loo’, ‘1st Floor, no lift’, ‘Narrow doors’
* Offer a phone number for people to chat it through and find out what they need to know.
* What’s On – tell people as much as you can about what to expect so they can decide if it’s for them – quiet or noisy, number of people there, how long they can stay, what the space is like
* How to find the place – name bus routes and landmarks nearby

1. **What happens when people get there**

The first few seconds on arrival can affect how someone feels thereafter, so it is important to get that first welcoming moment right.

* Good signage outside with welcome, instruction where to go if needed (upstairs etc), and a description of activities on offer
* Someone with the single role of meet and greet is always available near the entrance
  + To notice people arriving and ready to say ‘hi, come in!’
  + Introduce themselves first and then ask people for their name
  + Tell people who they can ask for help if they are not sure
  + Lead people into the space, tell them where everything they might need
  + Pass them to someone who can help them get involved in something straight away
* Sometimes people might hang around outside because they are not sure about what to do or what is going on inside – go out and have a chat.

For specific information about creating an inclusive space for disabled people have a look at [You're Welcome Gloucestershire | Get support (yourewelcomeglos.org).](https://www.yourewelcomeglos.org/get-support-0)